

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Robert EILBACHER, et al.

Serial No.: 09/490,065

Filed: January 24, 2000



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: Group Art Unit: TBA

: Examiner: TBA

For: APPARATUS AND METHOD FOR MONITORING AND ADAPTING TO ENVIRONMENTAL FACTORS WITHIN A CONTACT CENTER

**RESPONSE TO NOTICE TO FILE MISSING PARTS AND  
SUBMISSION OF DECLARATION TO COMPLETE APPLICATION**

*Assistant Commissioner for Patents  
Washington, D.C. 20231*

*Attention: Box Missing Parts*

*Sir:*

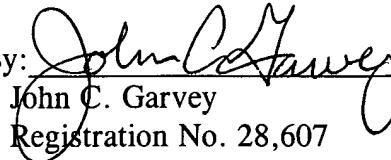
Pursuant to 37 C.F.R. §1.53(f) and in response to the U.S. Patent and Trademark Office Notice To File Missing Parts Of Application - Filing Date Granted mailed March 29, 2000 (copy enclosed), enclosed is the Combined Declaration/Power of Attorney executed by the inventors for completing the missing parts of the subject application. In addition, a Petition for a one-month extension of time is enclosed. Also enclosed is a check for \$1708.00, which is payment for the necessary \$690.00 filing fee, \$738.00 extra claims fee and \$130.00 surcharge as set forth in 37 C.F.R. §1.16(e), \$110.00 extension fee, and Assignment Recordation fee of \$40.00. The Assignment recordation papers are being filed concurrently herewith.

It is requested that this Combined Declaration/Power of Attorney be entered in the file for the above-referenced application and that the application be advanced to examination.

Serial No.: 09/490,065

If any further fees are required in connection with the filing of this paper, please charge the same to our Deposit Account No. 19-3935.

Respectfully submitted,  
STAAS & HALSEY LLP

By:   
John C. Garvey  
Registration No. 28,607

700 Eleventh Street, N.W.  
Washington, D.C. 20001  
(202) 434-1500

Dated: 6-23-00

SEARCHED - JCG  
Dkt No 0782.1068 JCG  
DATE DUE 5-29-00 Missing Parts  
CALL UP

file:///c:/APPS/preexam/ correspondence/3.htm

FORMALITIES LETTER



\*OC00000005016946\*



UNITED STATES DEPARTMENT OF COMMERCE  
Patent and Trademark Office

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Washington, D.C. 20231

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
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09/490,065

01/24/2000

Robert Eilbacher

782.1068/JCG/WNH

STAAS & HALSEY LLP  
Attn: John C Garvey  
700 Eleventh Street N W  
Suite 500  
Washington, DC 20001



Date Mailed: 03/29/2000

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

*Filing Date Granted*

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The statutory basic filing fee is missing.  
*Applicant must submit \$ 690 to complete the basic filing fee and/or file a small entity statement claiming such status (37 CFR 1.27).*
- Total additional claim fee(s) for this application is \$738.
  - \$36 for 2 total claims over 20.
  - \$702 for 9 independent claims over 3 .
- The oath or declaration is missing.  
*A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.*
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 1558.**

*A copy of this notice **MUST** be returned with the reply.*

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06/26/2000 MARSHOL

02 FC:101  
03 FC:105  
04 FC:103  
05 FC:102

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Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE